



COMMUNITY BUILDERS



3598

2025
**ANNUAL
REPORT**



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Letter from our Executive Director, Julie Roberts



This year marked a period of reflection and adjustment for Community Builders as we continued responding to growing need across Vancouver and the Lower Mainland. While the challenges facing our communities continue to evolve, our purpose remains steady: supporting people experiencing homelessness and housing instability with dignity, consistency and care.

The pressures facing our sector intensified this year. Public conversation around homelessness, shelter services and community safety became more polarized, while affordability and the toxic drug crisis continued to shape daily realities for the people we serve. Meeting these challenges requires trust, collaboration and compassionate, person-centered practice.

In uncertain times, compassion remains our most reliable tool for creating safety and belonging.

In 2025, we expanded outreach services, including Indigenous outreach, strengthening our ability to connect with people across the housing continuum. We also took over operations at Luugat to respond to urgent need and provide safety and stability during a critical moment. Although the site will close sooner than expected, the work done there mattered deeply to the residents we supported. Across programs, staff adapted quickly, built relationships and helped people move toward housing, health care and community.

What continues to inspire me is the consistency of both residents and staff. We see people rebuilding routines, reconnecting to care and finding stability, often in gradual but meaningful ways. At the same time, our teams show professionalism, patience and resilience in demanding environments, creating spaces where individuals feel respected and supported.

As always, we remain committed to strengthening our programs and ensuring everyone has a safe and dignified place to call home.

Message from Board Director, Adrianna Spyker

Across our city and country, communities continue to face intensifying challenges. The growing risk and experience of homelessness is occurring alongside broader pressures including health inequities, food insecurity and the rising cost of living.

These challenges do not exist in isolation. Systemic, institutional and colonial practices and policies—both past and present—continue to shape inequities and limit access to opportunity. Recognizing this is essential to ensuring that the response from Community Builders is grounded in equity, dignity and accountability.

In the face of these challenges, we continue to witness something powerful: communities coming together with a deep sense of care and commitment to those most in need. At Community Builders, this spirit of compassion is not simply an idea. It is visible every day in the

work of our staff, our leadership team, our partners and our supporters.

As a Board, we come together because we care deeply about the mission of Community Builders Group. Our role is to support, guide and steward the organization so that staff and leadership have what they need to deliver critical services with excellence and integrity.

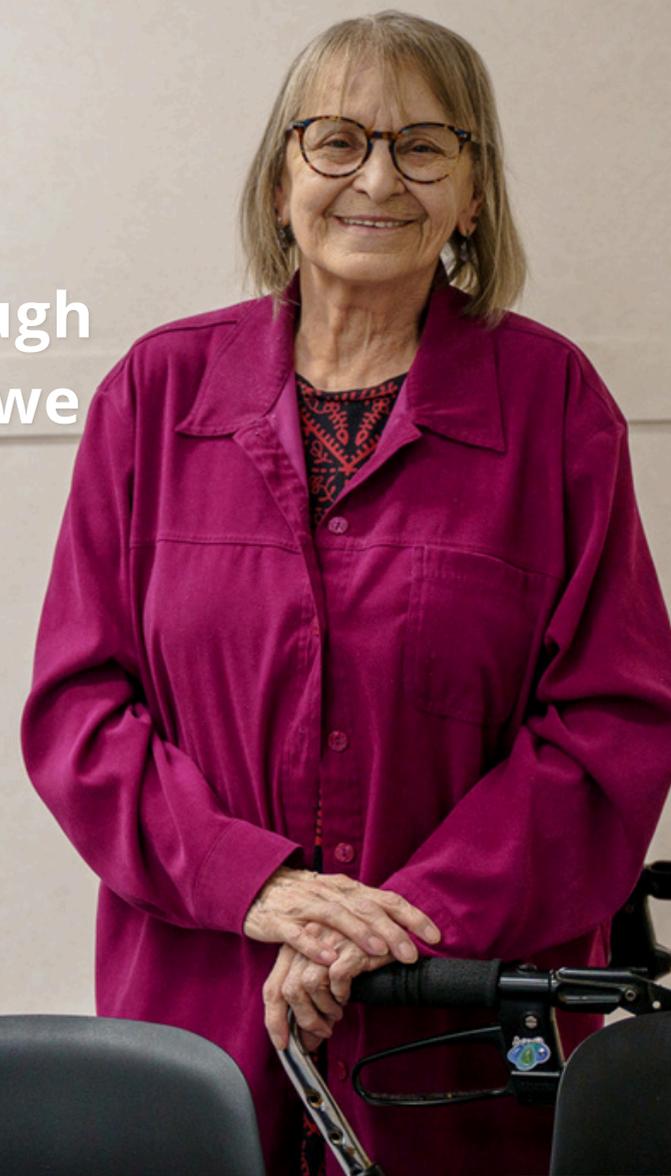
At its core, our work is about building community and ensuring that no one is left out. Looking ahead, we remain hopeful and determined. The growth and strength of our diverse community call us to continue evolving, listening and innovating so that services reflect the people we serve. We are committed to expanding inclusive spaces, deepening partnerships and building systems of care that are resilient, equitable and responsive for generations to come.





OUR MISSION

To provide safe, inclusive communities for individuals facing barriers to housing. Through individualized and compassionate support, we promote sustainable solutions for housing retention.





OUR VALUES



Empowerment

We trust in people's ability to shape their own path.

[Read about Arin's story here.](#)



Equity

Everyone deserves fairness, dignity and opportunity.

[Read about Sri's story here.](#)



Person Centered

We focus on people, not just processes.

[Read about Gail's story here.](#)



Collaborative

We trust in people's ability to shape their own path.

[Read about Keira's story here.](#)



Compassion/Empathy

We meet people where they are - with care, patience and understanding.

[Read about Cynthia's story here.](#)



Responsible

We follow through and own our actions.

[Read about Simran's story here.](#)



OUR TEAM

Our work is carried out by over 400 staff members across frontline, maintenance, finance, operations, logistics and administrative roles, each contributing in different ways to the safety and stability residents experience every day. Whether supporting someone in crisis at 3 a.m., repairing a unit so it can be lived in again, coordinating services behind the scenes or keeping programs running smoothly, staff bring patience, skill and compassion to complex situations.

While much of our work happens at housing and shelter sites, it is sustained by a dedicated head office team whose impact is felt across the organization. From IT and human resources to finance, property management and accounting, these roles enable frontline teams to focus fully on resident care.

Over the past year, staff across all departments welcomed residents into new sites and programs while maintaining consistent service across existing locations. The work is demanding and often unseen, but it is grounded in collaboration, professionalism and trust, and it is the collective dedication of our team that makes meaningful progress possible.



181
**Resident Support
Workers**

76
**Health Care
Aides**

46
**Shelter Support
Workers**

25
**Mental Health
Workers**

11
**Maintenance
Workers**

9
**Registered
Nurses**

6
**Home Support
Workers**

3
**Logistics
Workers**

3
Chefs



OUR IMPACT

16 SITES

Including shelters, supportive and affordable housing.

1,000 BEDS

For individuals facing not just homeless but addiction, mental health challenges, disability and more.

600,000+ MEALS

Served in 2025.

9,300 ROOM CHECKS

Regular safety and support touchpoints.

14,413 CARE ACTIVITIES

Including hygiene, toileting, housework and medication assistance.





OUR STORIES





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Patricia's Helping Hands

Helping Hands was created at the Patricia Hotel in 2025 in response to a simple reality: many residents arrive in housing with very little. A fire, a sudden move or prolonged poverty can leave someone without warm clothing, hygiene supplies or the everyday items that make daily life easier.

The Patricia team converted a spare storage room into a free store where residents can book a shopping appointment and browse with a staff member. Items are organized and displayed with care, and residents choose what they want. For many people, shopping is a high-barrier experience, and preserving choice and a sense of normalcy matters.

While clothing is always in demand, the most requested items are often basics like toothpaste, deodorant, moisturizer, makeup, hair dye, socks and underwear. These small, practical items move quickly and speak to needs that are easy to overlook.

Helping Hands also supports residents across Community Builders' housing portfolio. Site staff can submit requests, and the Patricia team assembles care packages tailored to individual needs. Our logistics team assists with delivery, extending the program to all of supportive and shelter sites.

The impact can be immediate. After a fire damaged one resident's clothing due to sprinkler water, staff brought her to Helping Hands so she could select a few outfits to wear while her belongings were cleaned and dried. Having something to wear (and the opportunity to choose it) helped steady a difficult moment.

If you or someone you know would like to donate used clothing or unused/unopened toiletries and hygiene products, [please get in touch](#).

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Tarun joined Community Builders in May 2025 as a Home Support Worker, a role he'd been drawn to for years. Friends spoke highly of the organization, but his motivation goes further back. In high school, Tarun volunteered at a local care home, preparing meals and spending time with seniors. The experience stayed with him, shaping how he thinks about care and community.

Early in his time at Granville Villa, Tarun worked closely with a resident who had recently been discharged from hospital and required daily support. The relationship took time to build, but Tarun stuck with it. One day, the resident looked at him and said, "I like you." For Tarun, it was a small moment that carried real weight and reinforced why the work matters.

"When you're homeless, it's too easy to be uncared for. But these are human beings. They're our brothers and sisters and parents."

Home Support is a highly personal role, and one that suits Tarun well. Working one-on-one with residents in their homes, he helps declutter units and create safer, more livable spaces. Many residents struggle with hoarding behaviours rooted in past trauma, including homelessness, food insecurity and loss. Tarun approaches this work with patience and empathy, supporting residents at their own pace.

Tarun is keenly aware of the misconceptions surrounding the people Community Builders supports. "We have to show care," he says. "When you're homeless, it's too easy to be uncared for. But these are human beings. They're our brothers and sisters and parents. They deserve humanity." As he continues his studies toward becoming a Health Care Assistant (and future Registered Nurse), this perspective will continue to guide how he shows up for others.

Tarun, Home Support Worker





David & Teal, Peyakoskan Wellness

In 2025, our Indigenous Wellness program entered a new chapter through a partnership with Peyakoskan Wellness Collective, an Indigenous-led business founded by our former in-house Indigenous Wellness Worker. This shift strengthened the program’s focus on culturally grounded support for Indigenous residents across our shelters and supportive housing, where Indigenous people remain disproportionately represented.

David and Teal provided Indigenous case support, room visits, workshops and ceremony-based programming rooted in relationship and trust. Residents participated in talking circles, sweat lodge ceremonies, wild harvesting outings and community gatherings, alongside regular drop-in support. Favourites like Don’t Panic, There’s Bannock movie nights created welcoming spaces for connection, while the annual Reconciliation Through Community event drew more than 120 attendees for its fourth year.

By bringing Indigenous-led knowledge, cultural practice and consistent presence into our sites, the program helps residents reconnect with identity, community and stability in ways traditional services often cannot.

2025 Impact



Michael, RESTART Participant



After moving to Vancouver from Toronto, Michael spent time in the shelter system before securing housing at Metson Rooms. Over the last eight years, he's worked on and off in housing and construction. When the pandemic hit, regular temp work dried up, cutting off not just income but something else Michael values deeply: the sense of purpose that comes with working and giving back.

Michael started as a kitchen assistant at Naomi Place, supporting meal preparation and cleaning alongside Chef Kevin. He recently added a second regular shift at another Community Builders site. "It gave me a kind of purpose," he says of the program. "I needed to start the ball rolling, to commit to something."

Since launching in March 2025, RESTART has created 15 employment positions across our operations.

Late in the pandemic, Michael began participating in our Street Keepers program, taking on flexible, drop-in upkeep work at Metson. When the RESTART Program launched, he was among the first to sign up. Designed as the next step in Community Builders' graduated Peer Employment pathway, the program offers regular, paid shifts for residents who are ready to work but face barriers accessing casual or part-time employment.

Through RESTART, Michael has received practical support, including transit assistance, flexible scheduling and help updating his resume. Learning in the kitchen has been especially meaningful, allowing him to build new skills and see the satisfaction of his efforts in the compliments he gets from residents. He's also found a pal in Chef Kevin. "He's a funny guy," Michael says. "I always look forward to working with him."



Counseling Program

In 2025, our Counseling Program continued to expand, providing accessible, trauma-informed mental health support to residents across six Community Builders sites. Through a mix of one-on-one sessions and group workshops, the program supported over 80 residents and delivered more than 260 hours of counseling, helping participants stabilize, build coping skills and strengthen their ability to retain housing. For many, this was their first experience with counseling, made possible through trusted, on-site support that reduces barriers and stigma.

This program is made possible by funding from Hockey Helps the Homeless.

“Centered around dignity and respect, this program reaches people in the community who are often overlooked. The impact of being seen and known, regardless of one’s story, cannot be overstated. I have had the privilege of witnessing how regular therapeutic support helps residents cultivate hope, recognize their resilience, and, with this in tow, make more intentional choices and experience greater stability and meaning in daily life.”

- Ash, Counselor



William's experience with homelessness is both familiar and often overlooked. He had worked his whole life and was living independently in the West End when the pandemic hit. Like many people in the travel and tourism sector, he lost his job when his employer went under. Despite relying on government assistance and taking on part-time and temporary work, the numbers no longer added up. By 2022, William made the difficult decision to leave his apartment, moving between couches before eventually entering the shelter system.

He secured housing at Reiderman Residence in late 2024 through BC Housing. As a resident in supportive housing, William describes himself as something of an outlier. "They didn't know what to do with me," he says of the staff team. Still, supportive housing gave him the stability he needed to regroup.

In 2025, the Outreach Program helped 20 people secure next-stage housing.

William first joined the RESTART Employment Program, which provided him with a few days a week of paid work. Next came the focus on housing.

To help him find his own place, William connected with the Outreach Program. Navigating the housing system again made him uneasy, particularly given his recent experiences with homelessness and a damaged credit score. With support from an Outreach Worker, he attended viewings, navigated applications and accessed a rental subsidy. The program's relationship with landlords and ongoing tenant support shifted the dynamic in his favour. William accepted the first suite he viewed (pictured on the right).

"It's nice to have that feeling of security and privacy again," he says. While William acknowledges that supportive housing was never meant to be a long-term fit for him, he credits it and the programs he accessed for helping him get back on his feet. "As scary as my situation was, there's been light at the end of the tunnel."

William, Outreach Client



Arin, Community Pen Writer



Arin is a regular at Community Pen, a bi-weekly creative writing group at Naomi Place. Through a series of fun-but-sometimes-serious prompts, participants get to hone their writing and storytelling skills and share their work in a safe, supportive environment. 'Ode' is a poem that Arin wrote in workshop.

Ode

Ode to many things to express.
So many different than all the rest.

Ode to the bed in which I sleep.
My dreams, my sanctuary beyond belief.

Ode to family and friends who support.
Only positivity now to report.

Ode to my brain, that may seem scattered.
I believe in my vision and nothing else matters.

Ode to the things that set us apart.
In individual ways, making our own art.

Ode to green grass,
the smell reminds me of the past.

Ode to all the love we have in this world,
and everything each of us has earned.

Ode to creativity
and everything that has made me *me*.

Ode to the animals in our lives.
They make us feel safe when going through strife.

Ode to the things that make us real.
Free to express how we feel.

Ode to peanut butter pickle sandwiches.
Don't knock them until you've tried 'em.



WHAT'S AHEAD

As we look ahead to 2026, our focus is on strengthening existing programs, supporting staff, and maintaining consistency across sites. We'll continue refining Outreach, Indigenous Wellness and housing supports to better connect people across the housing continuum, deepen partnerships with community and health providers, and improve pathways to care, income supports and housing opportunities. Building on our renewed mission, vision and values, we're committed to aligning our policies, training and daily practice to maintain safe, respectful spaces that balance accountability with compassion. Above all, we'll remain responsive to changing community needs while staying grounded in our core commitment: creating places where people can find safety, connection and stability.



THANK YOU

It takes a community to end homelessness. Our work is supported by major funders, grants and the generosity of big-hearted individuals whose lives have been touched by this issue. They are:

BC Housing

City of Vancouver

City of Richmond

Vancouver Coastal Health

Province of British Columbia

Reaching Home

Greater Vancouver Food Bank

Hockey Helps the Homeless

Second Harvest

TD Bank

Definity Foundation

Canadian Heritage

PPD Restoration

Supun Sarathchandra

Catherine Wiebe

Ernie Riediger

Brandon Anderson



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